

The Concept

The Passport will expedite communication across various partners. The passport encourages transparency for customers across provider groups which will enable effective use of services.

The Passport is designed to link customers to a broad range of organizations. The model ensures that customers/families are assessed for a full range of services. It complements the Human Services Infrastructure (HSI) concept which is based on conducting comprehensive needs assessments at the initial point of service. This is followed by intensive efforts to impact the outcome for customers in order to increase the likelihood of success.

Implementation of the Passport concept requires us to understand more clearly who our partners are in advance of referring customers/families. This will require CAANH and our partners to understand the scope, range, depth, and capacity of each of our organizations.



CAA uses the Passport to symbolize ease of access and ensures continuity of services. By facilitating needed services across multiple organizations and programs, we will convey to customers that they, and their families matter, as they embark on a new pathway.

Community Action Agency
of New Haven

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CAA is an equal opportunity
provider and employer

The Passport to Prosperity

Offering pathways to prosperity to those in poverty in the Greater New Haven area through Service, Collaboration, Advocacy, and Knowledge Generation.



Community Action Agency
of
New Haven





The Community Action Agency of New Haven, Inc. (CAA)

The Passport to Prosperity concept is designed to:

- Improve the continuity and flow of customer services.
- Achieve efficient and effective results with customers by offering a broad based community support network.
- Foster the development of a comprehensive, well coordinated, customer-focused delivery system.
- The effective use of the passport will increase the number of customers who are better off.

The Underlying Assumptions are:

- Contemporary case management models often do not effectively integrate services for customers.
- Current social service practice discourages effective partnerships and collaborations.

How It Works:

1. Utilizing a universal intake form, CAA collects demographic data, to assess customer's needs.
2. Once the initial assessment has occurred, our Family Services Division either refer, case manage, or complete the process.
3. During comprehensive case management we empower customers to develop and personalize a prosperity/action plan.



4. The prosperity/action plan allows customers to embark upon services and programs through our collaborations, which provide a variety of resources.
5. Implementation of the prosperity/action plan is integral to the passport because it facilitates movement between customers, CAA, partners, and funders.

For a complete list of our partners please visit our website. www.caanh.net

Passport Partners

- Annie E. Casey Foundation
- Bank of Southern CT
- Bender, Anderson and Barba, P.C.
- Beulah Heights
- CT Association For Community Action
- Christian Community Action Agency
- Cornell Scott Hill Health Center
- Community Mediation
- Connecticut Food Bank
- CT Department of Social Services
- Early Childhood Council
- Knowledge Network
- Life Haven, Inc.
- Male Involvement Network
- New Alliance Bank
- Greater New Haven Diaper Bank
- New Haven Family Alliance
- New Haven Healthy Start
- New Opportunities, Inc.
- Operation Fuel
- TD Bank
- The National Association of Letter Carriers
- Wachovia Bank
- Webster Bank
- Yale-Griffin Prevention Research Center

